

April 27, 2012

To: Executive Board

Subject: **Performance Indicators Quarterly Report**

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### **Recommendation**

Receive and file the Performance Indicators Quarterly Report.

### **Summary**

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings through March 2012 was 10,381,296. This is slight improvement over ridership figures through March 2011.
- **Fare Revenue** – Total fare revenue through March 2012 was \$13,437,964 resulting in an average fare of \$1.27 per boarding.
- **Operating Expenses** – Total operating expenses through March 2012 were \$45,890,311 resulting in an average cost per service hour of \$93.32. Total operating expenditures reflect an increase of two percent when compared to the third quarter year-to-date FY 2011 figure.
- **Accidents** – Preventable accidents averaged 0.44 per 100,000 miles through March 2012. This is 17 percent higher than the third quarter year-to-date figures of the previous fiscal year.
- **Customer Complaints** – Foothill Transit recorded 10.70 complaints per 100,000 boardings through March. This is an increase of 26.61 percent above the year-to-date figures through March 2011.
- **Schedule Adherence** – Through March 2012, 85.3 percent of the trips surveyed were reported on-time. This is a four percent improvement for the same time period last year.

### **Analysis**

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

### Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

### Total Boardings and Total Revenues

Total boardings in March 2012 were 1,238,135. This reflects a decrease of almost four percent when compared to March 2011 figures. It should be noted that March 2011 had an additional weekday which contributed to the increased boardings for that year. Year-to-date boardings were 10,381,296. This represents flat ridership compared to the FY 2011 figure.

Year-to-date fare revenues reflect a three percent increase above the FY 2011 totals. Revenues through March 2012 were \$13.4 million, representing a three percent increase above the third quarter of FY 2011. The average fare per boarding of through March is \$1.29. This is an improvement of 2.68 percent above the same period last year.

Overall year-to-date expenses of \$45.8 million show an increase of 2.2 percent over the previous fiscal year.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

**Goal #1 – Operate a Safe Transit System** – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

### Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In March 2012 there were seven preventable accidents, producing an average of 0.63 preventable accidents per 100,000 miles for the month. This is an

increase of three preventable accidents from the March 2011 figure. Year-to-date accidents are averaging 0.44 preventable accidents per 100,000 miles. This is a slight increase above the third quarter of FY 2011 at which time there were 0.36 accidents per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

**Goal #2 – Provide Outstanding Customer Service** - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

#### Complaints per 100,000 Boardings

Through March 2012, complaints have averaged 10.70 per 100,000 boardings. This is an increase of 26.61 percent above the third quarter of FY 2011. In March a total of 11.07 complaints per 100,000 boardings were recorded. This is an increase of 22.75 percent over March 2011. Of the 137 complaints received during the month, 71 were related to schedule adherence. There were also 52 complaints related to operator courtesy, nine related to safety, and five related to fares. The agency also received 16 compliments for the month.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

#### Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. Year-to-date, 85.3 percent on time performance has been achieved. This is an improvement of four percent when compared to the same time period last year. In March 2012 the agency achieved an average of 80.7 percent on-time performance on all lines. This is below the performance target of 90 percent and reflects a reduction of one percent from the March 2011 figure.

#### Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 28 seconds during March 2012 is below the performance target of 50 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner. For the month of March, 93 percent of the calls received were handled. The other seven percent of callers could have received the information they needed via the on hold messages, or other methods and decided to hang up prior to their call being handled. Through this quarter, the average hold time has been 31 seconds which is slightly above the same time period last year.

Attachment F provides a summary of Average Hold Time.

#### Average Miles between Service Interruptions

In March, Foothill Transit averaged 16,196 miles between service interruptions. This is above the fiscal year target of 15,000 miles. Year-to-date average miles between service interruptions are currently 28,782. This is 4.6 percent lower than the previous fiscal year.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

**Goal #3 – Operate an Effective Transit System-** Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

#### Boardings per Vehicle Service Hour

Through March 2012, the agency averaged 20.6 boardings per vehicle service hour. The March 2012 figure was 21.6 boardings per vehicle service hour. The year-to-date average is on par with performance for the same time period last year. The 57,432 service hours operated during the month of March are two percent below those operated for the same period in the previous fiscal year, primarily due to the additional weekday of service in March 2011. Overall, vehicle service hours are also on par with those operated in FY 2011.

Attachment H shows the trend of this performance indicator.

#### Average Weekday Boardings

In March 2012, the agency averaged 48,117 boardings per weekday. This figure reflects a decrease of one percent from March 2011 average weekday boardings. Through March 2012, average weekday boardings are at 45,978 which are consistent with the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

**Goal #4 – Operate an Efficient Transit System-** Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

#### Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in March 2012 was \$93.32. This is a decrease of less than one percent from the March 2011 figure. While the year-to-date cost per hour figure of \$91.13 shows an increase of two percent over the

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previous fiscal year, it is below the performance target of \$96.27.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio


For the fiscal year, farebox recovery ratio is currently tracking at 29.28 percent and represents a slight improvement of one percent above the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense. The March 2012 farebox recovery ratio was 29.35 percent. This is a slight reduction from the March 2011 figure. However, it is higher than the performance target of 25.96 percent.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



LaShawn King Gillespie  
Director of Planning



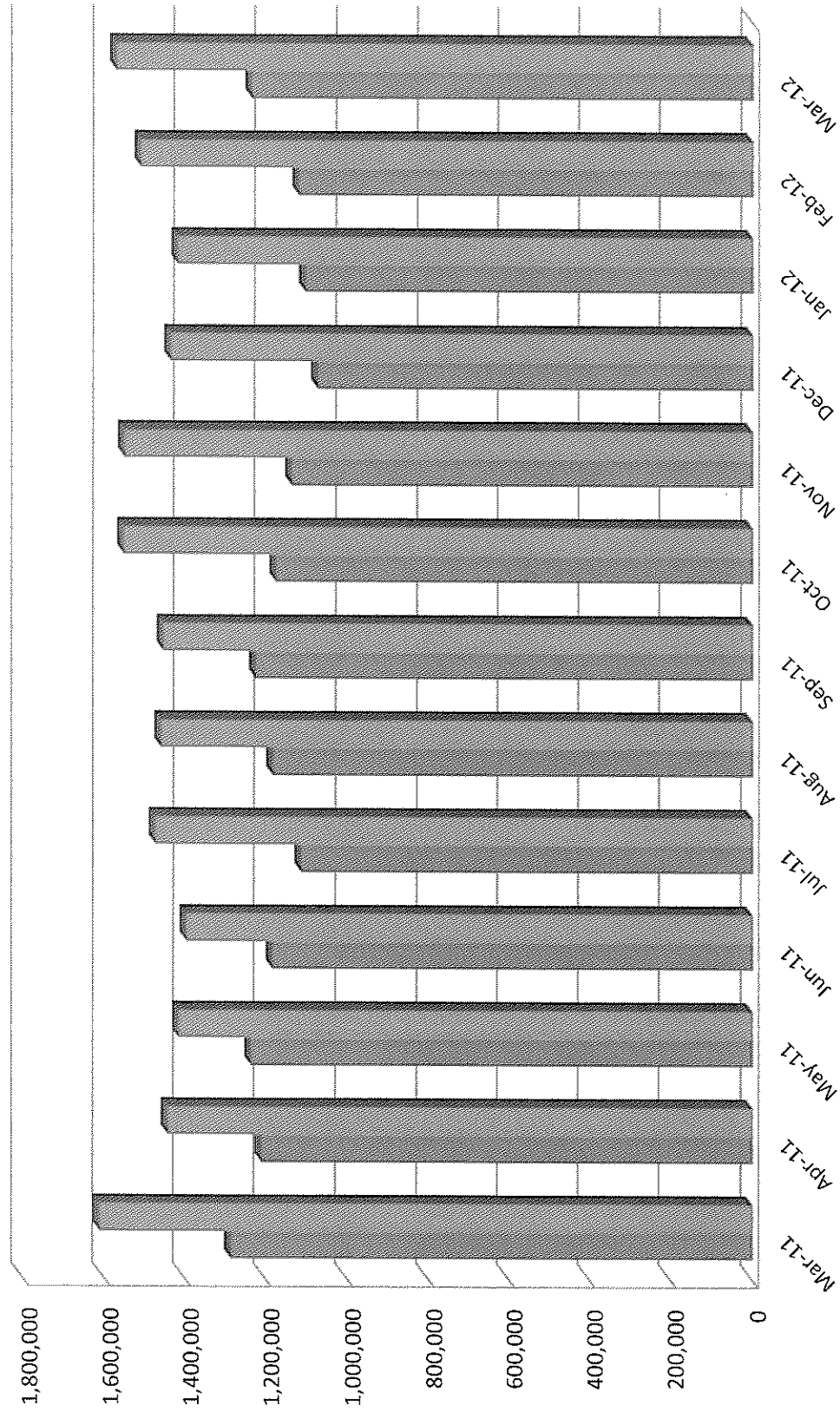
Doran J. Barnes  
Executive Director

Attachment A: Key Indicators Report  
March-12

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,238,135	N/A	1,286,836	-3.78%	N/A	10,381,296	N/A	10,352,053	0.28%
	Vehicle Service Hours		57,432	N/A	58,435	-1.72%	N/A	503,553	N/A	503,095	0.09%
	Total Fare Revenue	B	\$1,572,799	N/A	\$1,612,858	-2.48%	N/A	\$13,437,964	N/A	\$13,005,360	3.33%
	Total Operating Expense		\$5,359,349	N/A	\$5,490,882	2.40%	N/A	\$45,890,911	N/A	\$44,898,717	-2.21%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.63	X	0.35	-44.05%	0.80	0.44	X	0.36	-17.45%
	Complaints per 100,000 Boardings	D	11.07		9.01	-22.75%	7.5	10.70		8.45	-26.61%
Provide Outstanding Customer Service	Schedule Adherence	E	80.7%		81.9%	-1.45%	90%	85.3%		81.8%	4.27%
	Average Hold Time	F	0:28	X	0:25	-12.00%	0:50	0:31	X	0:23	-30.90%
	Average Miles Between Service Interruptions	G	16,196	X	32,610	-50.33%	15,000	28,782	X	30,185	-4.65%
	Boardings per Vehicle Service Hour	H	21.6	X	22.0	-1.82%	20.0	20.6	X	20.6	0.00%
Operate an Effective Transit System	Average Weekday Boardings	I	48,117	X	48,787	-1.37%	44,000	45,978	X	45,937	0.09%
	Average Cost per Vehicle Service Hour	J	\$93.32	X	\$93.97	0.69%	\$96.27	\$91.13	X	\$89.24	-2.12%
Operate an Efficient Transit System	Farebox Recovery Ratio	K	29.35%	X	29.37%	-0.09%	25.96%	29.28%	X	28.97%	1.09%

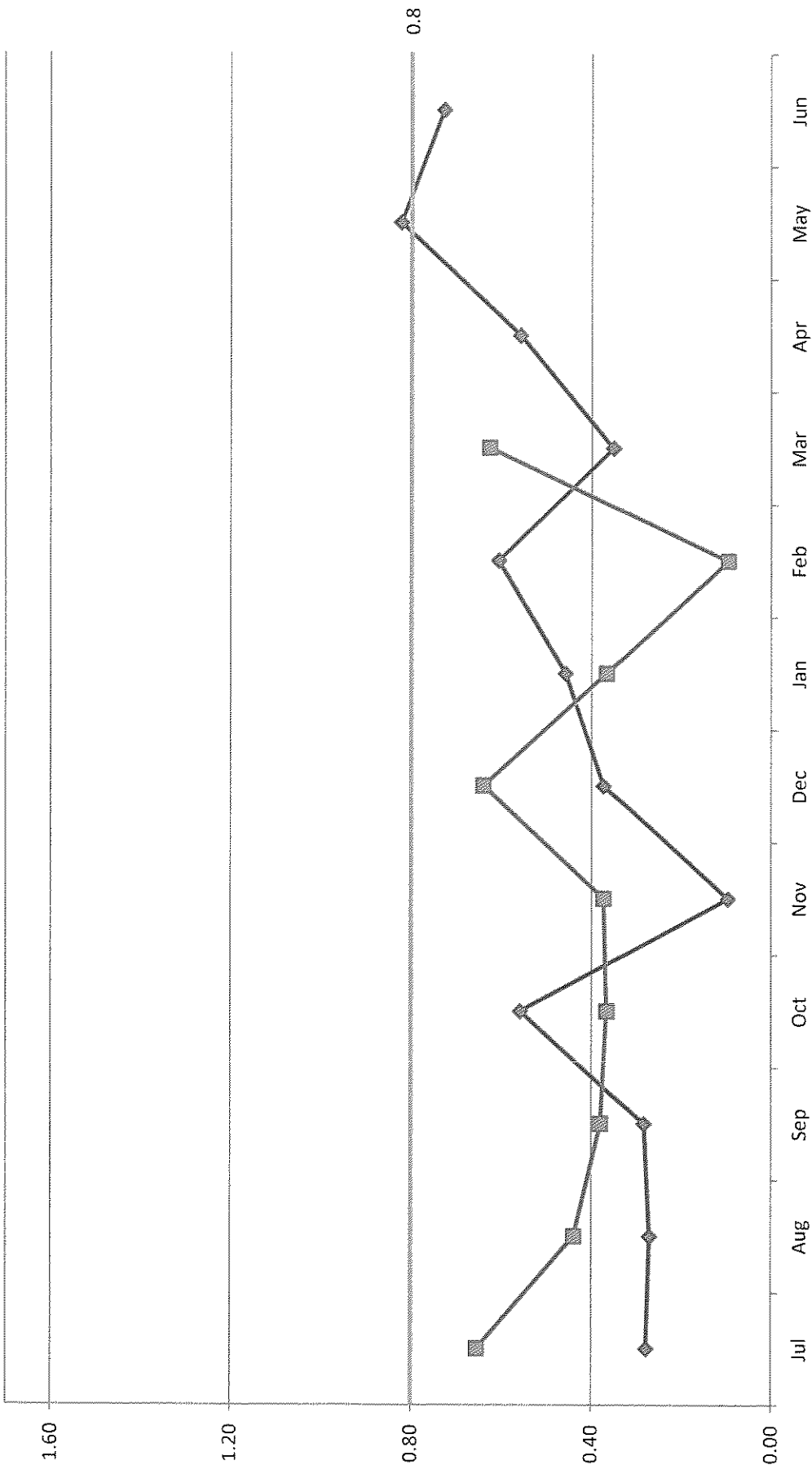
# Attachment B

## Attachment B: Total Boardings vs. Total Revenues



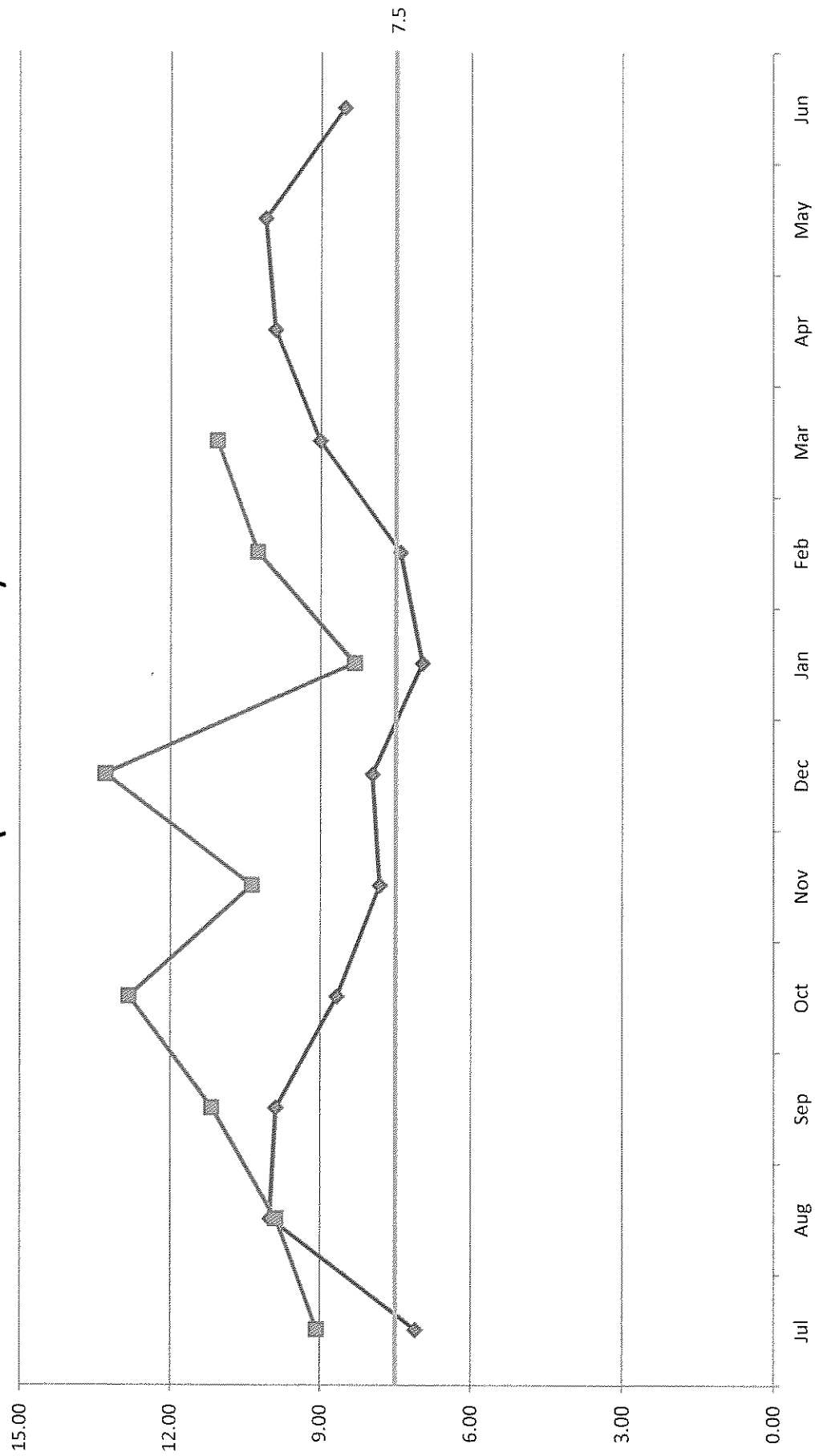
	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Boardings	1,286,836	1,211,253	1,237,173	1,184,577	1,113,810	1,184,282	1,226,855	1,177,187	1,138,768	1,075,173	1,105,137	1,121,948	1,238,135
Revenues	\$1,612,858	\$1,443,604	\$1,416,701	\$1,398,192	\$1,474,901	\$1,460,808	\$1,455,796	\$1,553,731	\$1,551,750	\$1,437,850	\$1,420,704	\$1,511,667	\$1,572,799

Attachment C: Preventable Accidents per 100,000 Miles  
(Lower is Better)

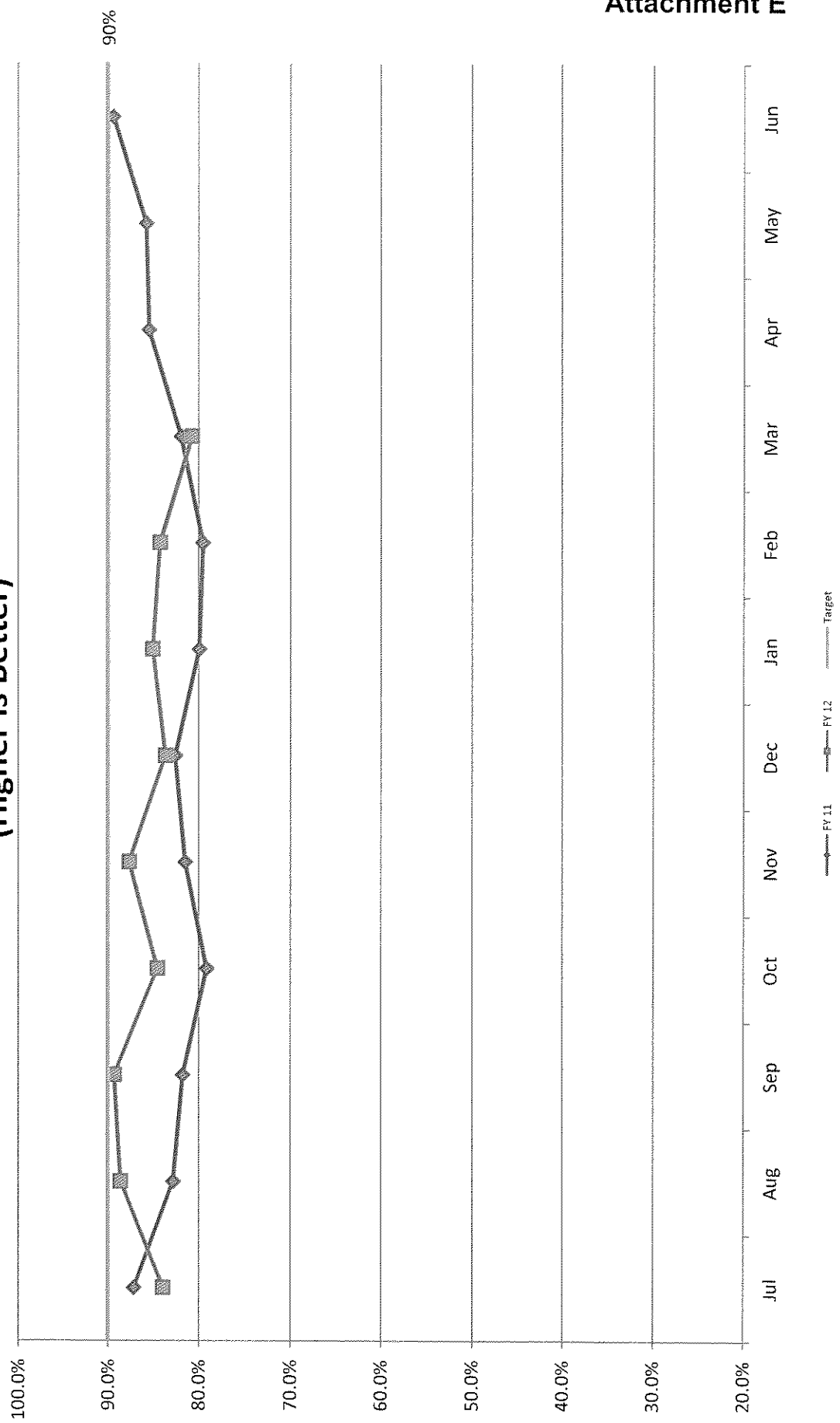




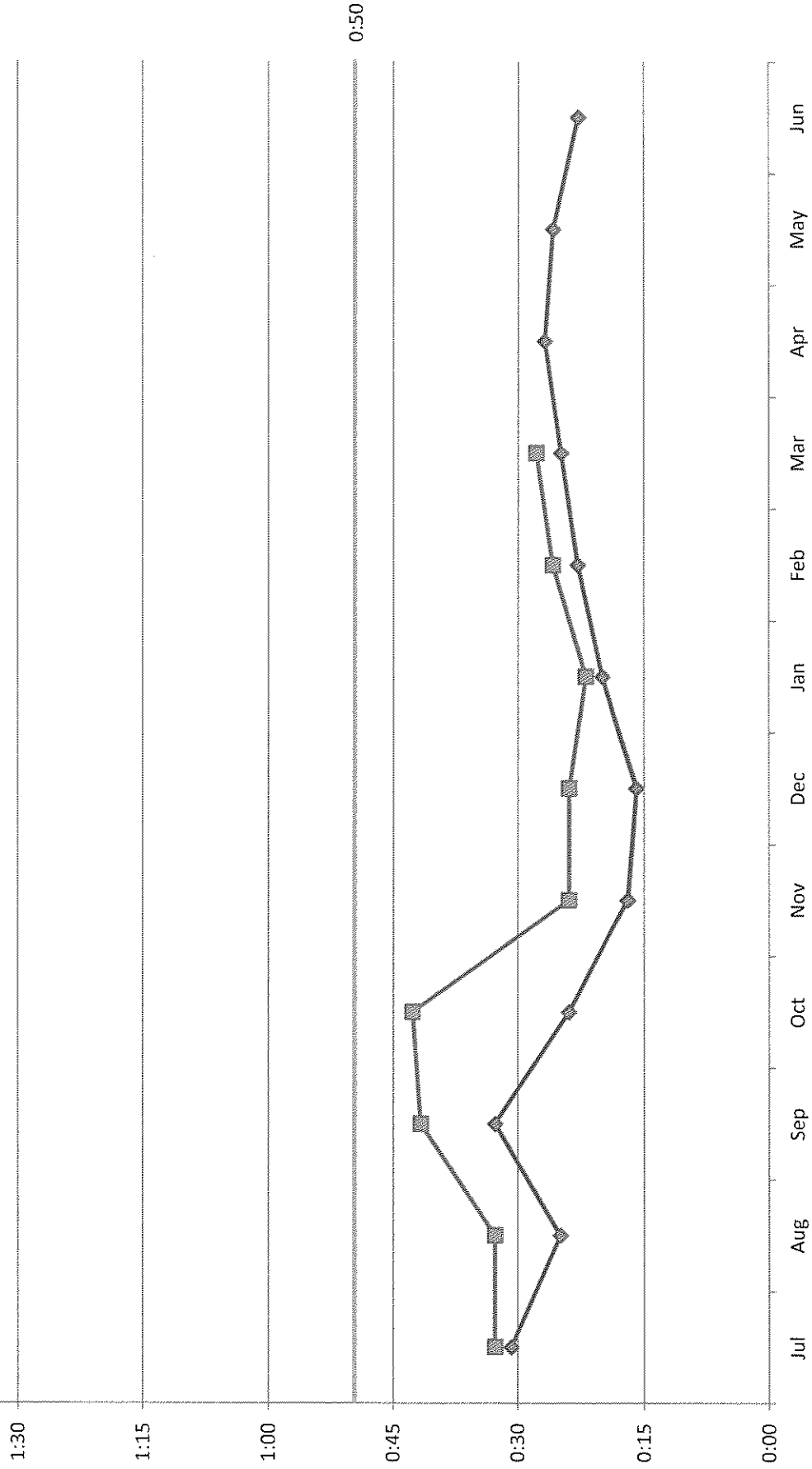
### Attachment D: Complaints per 100,000 Boardings (Lower is Better)



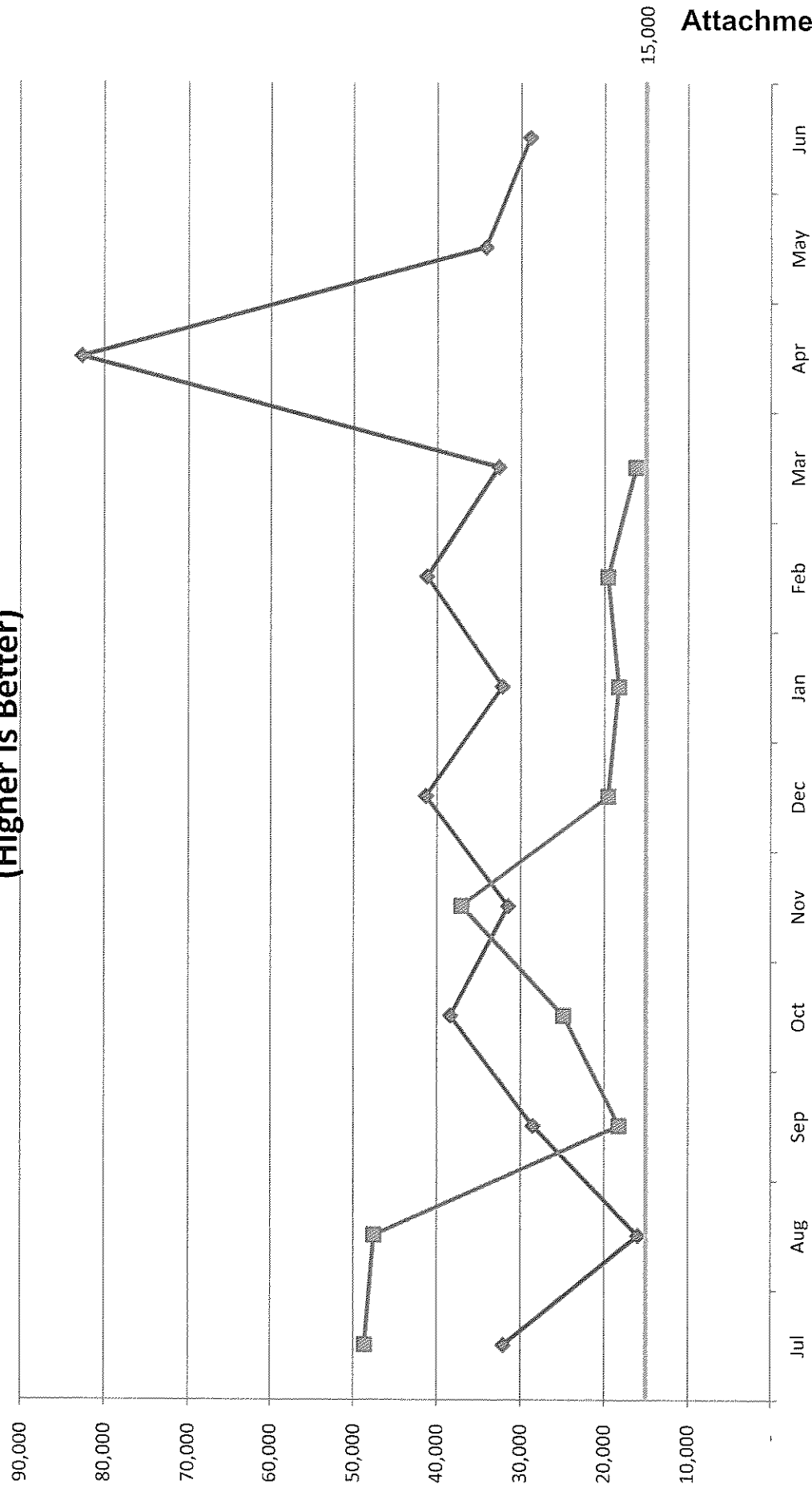
Attachment E: Schedule Adherence  
(Higher is Better)



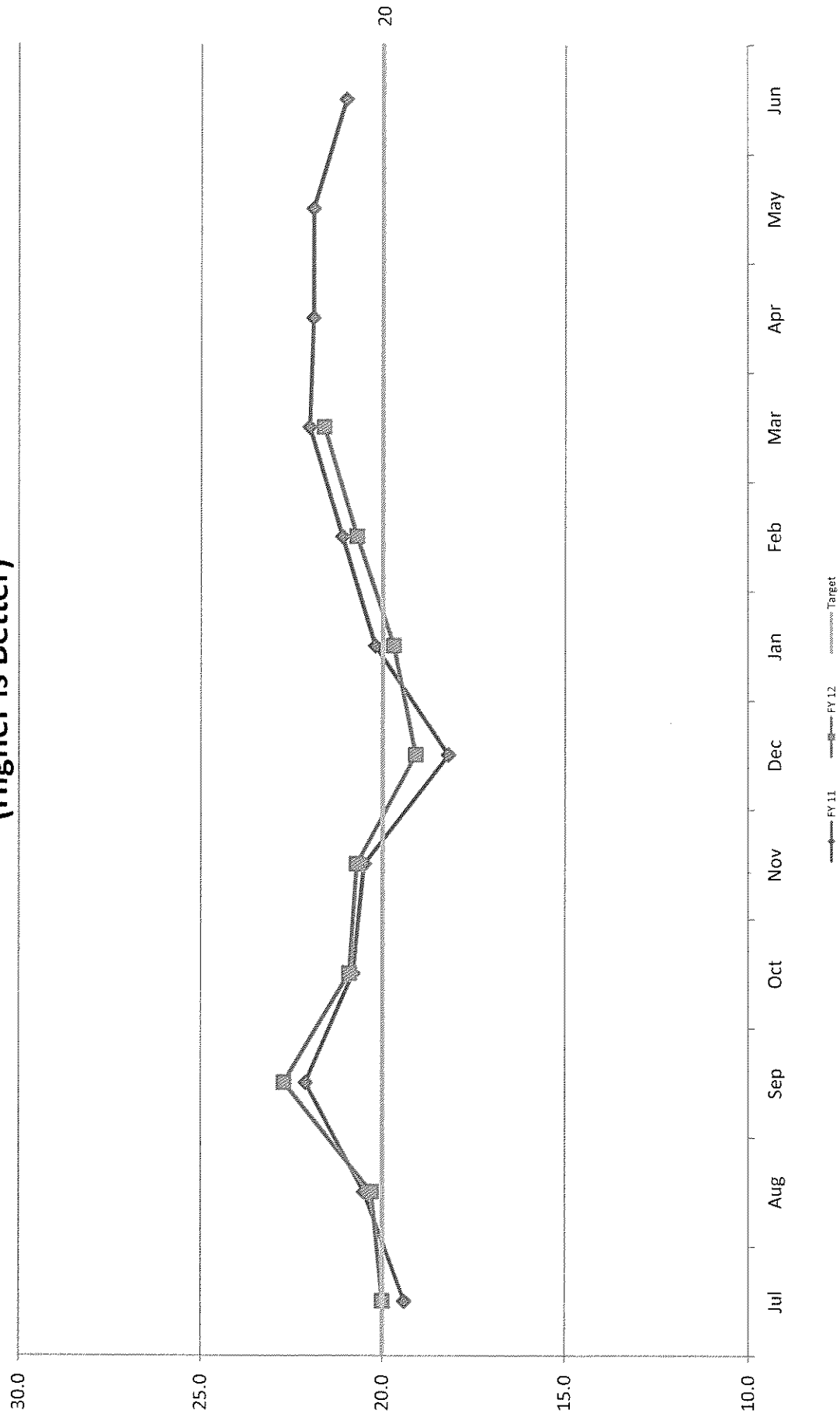
# Attachment F: Average Hold Time (Lower is Better)



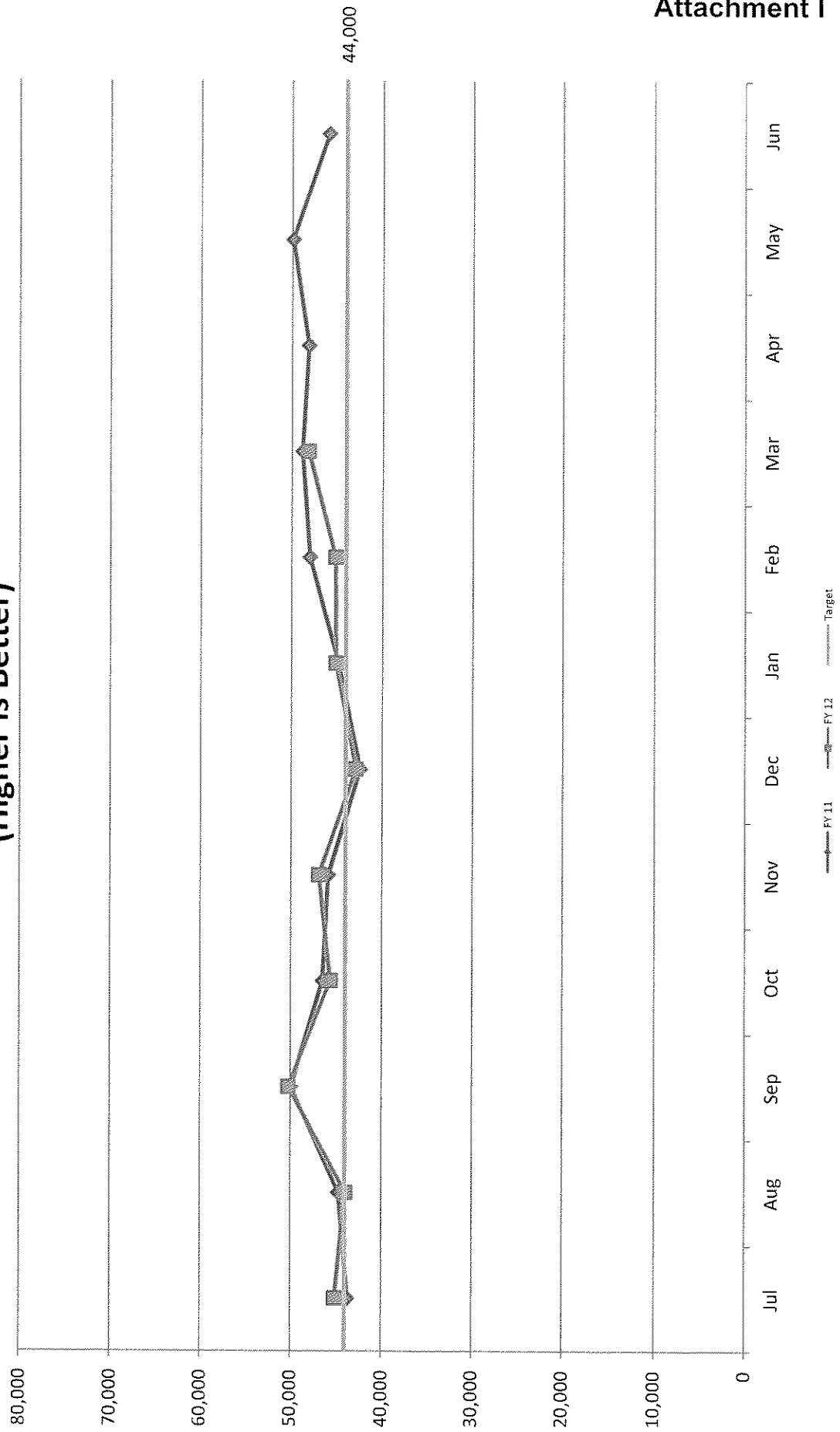
# Attachment G: Average Miles Between Service Interruptions (Higher is Better)



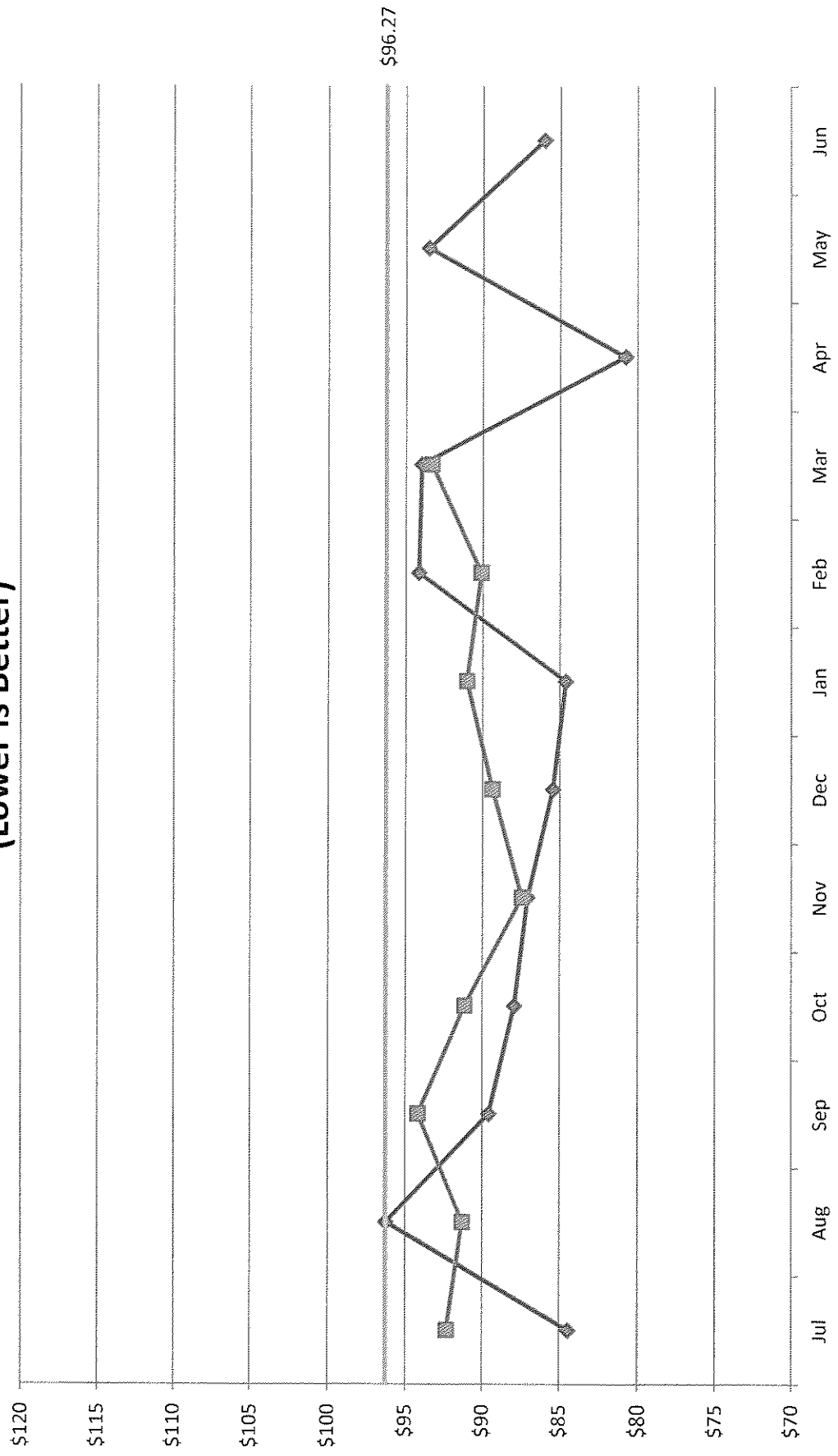
## Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



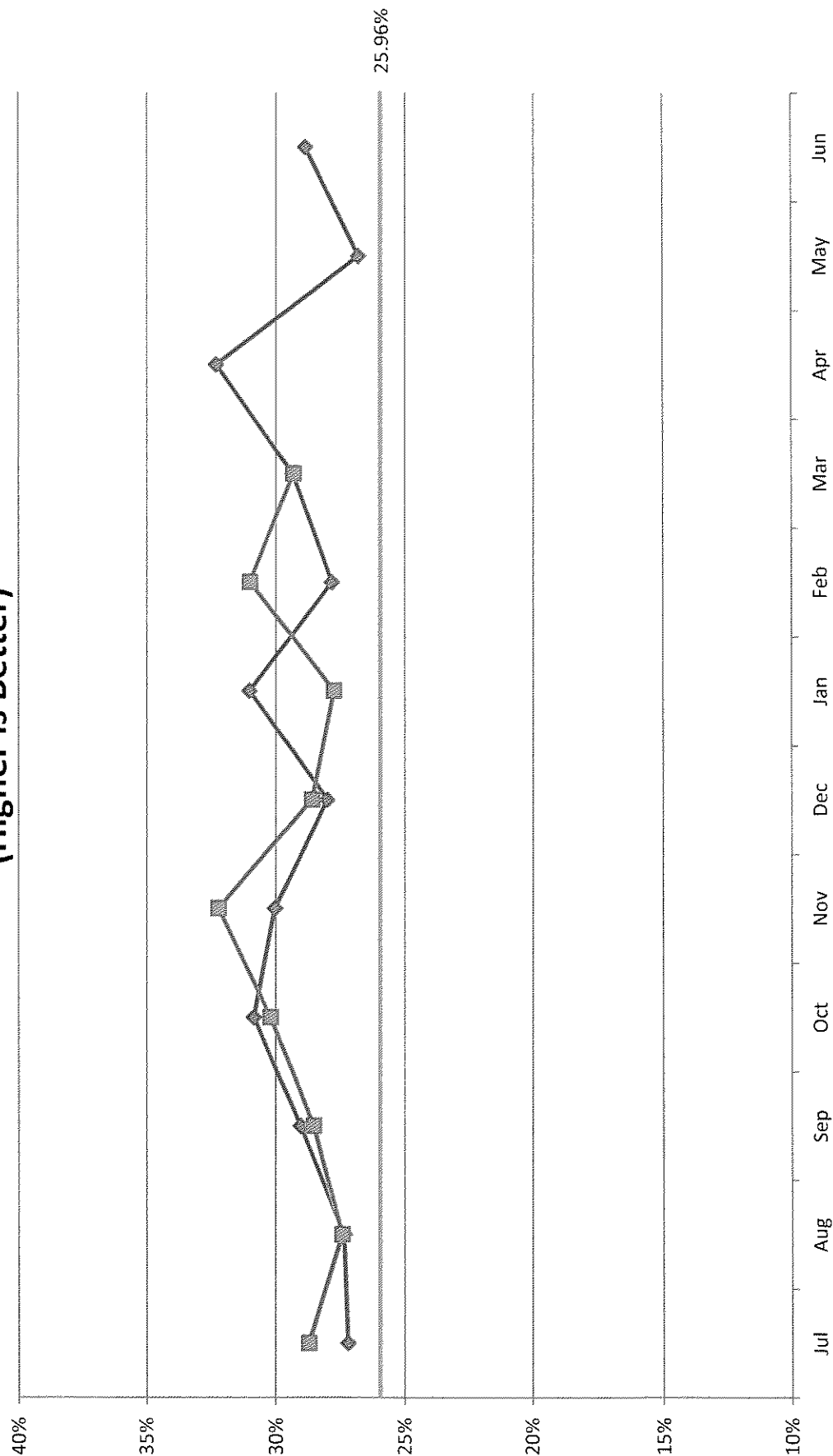
# Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour  
(Lower is Better)



Attachment K: Farebox Recovery Ratio  
(Higher is Better)





Attachment L: Operations Report - Total System  
March-12

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Average Fare per Boarding	\$1.27	\$1.25	1.35%	\$1.25	\$1.29	X	\$1.26	2.68%
Average Cost per Boarding	\$4.33	\$4.27	-1.44%	\$4.81	\$4.42	X	\$4.34	-1.92%
Average Subsidy per Boarding	\$3.06	\$3.01	-1.48%	\$3.56	\$3.13	X	\$3.08	-1.61%
Total Vehicle Miles	1,117,519	1,141,354	-2.09%	N/A	8,678,532	N/A	9,659,072	-10.15%
Vehicle Service Miles	850,826	865,532	-1.70%	N/A	6,618,375	N/A	7,457,244	-11.25%
Total Vehicle Hours	67,549	68,832	-1.86%	N/A	525,065	N/A	591,724	-11.27%
In-Service Speed	14.8	14.8	0.02%	N/A	13.1	N/A	14.8	-11.33%
Boardings per Vehicle Service Mile	1.46	1.49	-2.12%	N/A	1.57	N/A	1.39	12.99%